

**State of Illinois
Department of Central Management Services
Bureau of Personnel
Springfield, Illinois 62706**

Supplementary Examination Announcement

EMPLOYMENT SECURITY PROGRAM REPRESENTATIVE - 13650

Regular Test – No Option

Monthly Salary Range: \$3647 - \$5342

Option CH – Chinese Speaking

Option MC – Manual Communications

Option PO – Polish Speaking

Option SS – Spanish Speaking

Note: All selected options may be listed on one application.

General duties: An Employment Security Program Representative works in a consolidated employment security office, assessing client service needs; taking and processing routine, complex and special claims including interstate, military, other federal or trade readjustments; conducts benefit rights interviews and clarifies eligibility factors; adjudicates contested benefit claims issues, provides routine eligibility determinations; categorizes occupational fields and assigns DOT codes; provides referral, placement and follow-up services on available job orders or training programs; utilizes CRT program for job match and sort; may solicit job orders by telephone; administers Department approved tests; performs reception and intake duties for a combined service operation; processes and extracts data using an automated data system; keeps and processes activity records; refers clients with complex issues and service needs to appropriate office staff.

Minimum training and experience: Completion of four years of college with academic background in social/behavioral sciences or business or equivalent training and experience.

Knowledges tested: Interviewing; Job structure & Re-employment assistance; Language skills; Employment Security office practices; Mathematics; Reading comprehension.

(Continued on reverse side)

EXAMINATION SCHEDULE (EXCEPT FOR STATE HOLIDAYS)

Examinations may be cancelled without further notice as needs are met.

FLEXIBLE SCHEDULE TESTING:

CHICAGO: James R. Thompson Center, 100 W. Randolph, Suite 3-300, Chicago, IL 60601:

Monday, Tuesday, Wednesday and Thursday between the hours of 8:00 a.m. – 1:30 p.m.

SPRINGFIELD: Capitol City Center, 130 W. Mason Street, Springfield, IL 62702:

Monday, Tuesday, Wednesday and Thursday between the hours of 8:00 a.m. – 2:00 p.m.

BY APPOINTMENT ONLY:

CHAMPAIGN: State Regional Office Bldg., 2125 South First St., Telephone 217/278-3435

MARION: State Regional Office Bldg., 2309 West Main Street, Suite 126, Telephone 618/993-7005

ROCKFORD: E.J. "Zeke" Giorgi Center, 200 South Wyman, Telephone 815/987-7004

ILLINOIS BELL RELAY: (voice user) 800/526-0857 (TTY user) 800/526-0844

AN EQUAL OPPORTUNITY EMPLOYER

8-7-98 Opt CH; 1-4-10 Moved to Group A; (RC-062-14B) Salary 4-1-16;

Removed MC Option 4-16-10, City Changes 5-25-16; Added MC Option 1-10-14

Tests and weights: Automated multiple-choice test 100%.

****NOTE: PER THE PERSONNEL RULES AN APPLICANT SHALL NOT BE PERMITTED TO RETAKE A MULTIPLE-CHOICE AND/OR PERFORMANCE EXAMINATION UNTIL 30 DAYS HAS ELAPSED.**

Length of eligibility: One year.

Option SS – Spanish Speaking: If interviewed, you will be required to exhibit ability to fluently speak and understand Spanish and English. Failure to exhibit this ability will result in disqualification for this option.

Option MC – Manual Communication Skills: If interviewed, you will be required to exhibit the ability to communicate effectively with the deaf by utilizing American Sign Language concepts and manual communication skills. Failure to exhibit this ability will result in disqualification for this option.

Option PO – Polish Speaking: If interviewed, you will be required to exhibit ability to fluently speak and understand Polish and English. Failure to exhibit this ability will result in disqualification for this option.

Option CH – Chinese Speaking: If interviewed, you will be required to exhibit ability to fluently speak and understand Chinese and English. Failure to exhibit this ability will result in disqualification for this option.

Localities in which positions are established:

Regular Test -- No option

Option SS -- Spanish Speaking

Option MC -- Manual Communication

Option PO -- Polish Speaking

Option CH -- Chinese Speaking

Note: City locations listed below without an option designation in parentheses indicate that the regular option is utilized only in that particular location at this time **You may select one or two locations; list both the code and city on your application** (e.g., 506 – Aurora).

505 Arlington Heights (SS)	575 Decatur (SS)	695 Mt Vernon (SS)
506 Aurora (SS)	500 East Alton	510 North Aurora (SS)
515 Belleville (SS)	600 Effingham	710 Ottawa (SS)
525 Bloomington (SS)	605 Elgin (SS)	720 Peoria (SS)
526 Bradley (SS)(MC)	630 Harrisburg	725 Quincy (SS)
535 Burbank (SS)(PO)	635 Harvey (SS)	685 Rock Island (SS)
540 Carlinville (SS)	650 Joliet (SS)	730 Rockford (SS)
555 Champaign (SS)	656 Lisle (SS)	735 Springfield (SS)(MC)
560 Chicago (SS)(PO)(CH)	670 Lombard (SS)(PO)	740 Sterling (SS)
565 Chicago Heights (SS)	640 Marion	745 Waukegan (SS)
570 Danville (SS)	680 Maywood (SS)	

(SS) Indicates Spanish Speaking Option is also established in that city.

(MC) Indicates Manual Communications Option is also established in that city.

(PO) Indicates Slavic (Polish) Speaking Option is also established in that city.

(CH) Indicates Chinese Speaking Option is also established in that city.

Cities listed above include all locations in which positions have been established presently, and do not represent immediate openings. This listing is based on information currently available and is subject to change.